

MONTANA WIC PROGRAM
EVALUATION OF STATE WIC AGENCY SERVICES

WIC CLINIC _____ **DATE:** _____

INSTRUCTIONS: Please complete this form and return it to the State WIC office by **September 30 (yearly).**

Give a specific example when referring to a problem and your recommendation(s) for a solution. Confine your comments to the events in the past twelve months and use additional sheets of paper as necessary. NOTE: This form should be given to all WIC staff members in your agency.

I. Caseload Management Services

- A. I have received adequate assistance from State staff in managing my program's caseload.

☐ Yes

☐ No

Comments: _____

- B. My questions about caseload management have been answered promptly and satisfactorily. _____

☐ Yes

☐ No

Comments: _____

II. Financial Management Services

- A. I have received adequate assistance from State staff in managing my program's budget and expenses.

☐ Yes

☐ No

Comments: _____

- B. My questions about financial management have been answered promptly and satisfactorily. _____

☐ Yes

☐ No

Comments: _____

- C. My questions about interpretation and utilization of financial reporting forms have been answered promptly and satisfactorily. _____

☐ Yes

☐ No

Comments: _____

III. Nutrition Services

A. I have received adequate assistance from State staff in managing my program's nutrition education component. (The Nutrition Education Plan, Breastfeeding Education Plan, The Outreach/Referral Plan, Breastfeeding Promotion and Support Plan, Nutrition Education resources/materials.)

☐ Yes

☐ No

Comments: _____

B. My questions about nutrition services have been answered promptly and satisfactorily.

☐ Yes

☐ No

Comments: _____

C. My questions about interpretations of nutrition education, screening, nutrition risk codes, food packages and data reporting have been answered promptly and satisfactorily.

☐ Yes

☐ No

Comments: _____

D. The nutrition education materials provided by the State staff are useful and meet the needs of my participants.

☐ Yes

☐ No

Comments: _____

IV. Retailer Management Services

A. My questions about retailers have been answered promptly and satisfactorily.

☐ Yes

☐ No

Comments: _____

B. My questions about interpretation and utilization of retailer data reporting have been answered promptly and satisfactorily.

☐ Yes

☐ No

Comments: _____

V. Information Services

A. The technical assistance provided by the State staff meets my needs.

☐ Yes

☐ No

Comments: _____

- B. Problems are solved quickly and efficiently? **OR** If problems cannot be solved right away, are they ☐ Yes ☐ No
resolved in a reasonable time period? ☐ Yes ☐ No
Comments: _____
- C. Are technical assistance staff attentive enough ? ☐ Yes ☐ No
Comments: _____

VI. General Operational Services

- A. The most recent assessment of my program by State staff (on-site monitoring visit) was fair.
☐ Yes ☐ No
Comments: _____
- B. Some of the forms we use could be made better (please give specific recommendations).
☐ Yes ☐ No
Comments: _____
- C. My orders for forms are filled promptly.
☐ Yes ☐ No
Comments: _____
- D. My telephone calls to the State office are returned promptly.
☐ Yes ☐ No
Comments: _____
- E. Written information from the State office (memos, policy statements, letters, etc.) is clear, concise and understandable.
☐ Yes ☐ No
Comments: _____
- F. There are too many or not enough (circle one) written documents sent to me by the State office.
Comments: _____
- G. The state plan is thorough and easy to follow. ☐ Yes ☐ No
- H. I think the State staff listens to my needs and concerns and responds adequately.
☐ Yes ☐ No
Comments: _____

I. I have received conflicting information from State staff.

☐ Yes (give specific examples) ☐ No

Comments:

J. The State staff are never/usually/sometimes/always (circle one) courteous in their communications with me.

Comments:

K. The training and continuing education provided by State staff meets my needs for working in WIC.

☐ Yes ☐ No

Comments:

L. In what areas would you like to have training?

Comments:

OTHER COMMENTS/SUGGESTIONS:

Thank you. We will use the information you provide to improve our services to you